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ABSTRACT

Since 1986, Johnson County Community College (JCCC) (Kansas) has conducted user evaluations of student/auxiliary services every other year. This document presents the results for the spring 2001 survey. In total, 585 surveys were returned from students in the sample of classes selected to generally represent career/transfer, day/evening, and freshman/sophomore classes at the college. Major findings include: (1) 83% rated JCCC as excellent or good; (2) the most frequently used student/auxiliary service was the library, used at least 3 times in the past year by about 60% of respondents; (3) 86% of respondents deemed the Children's Center unnecessary, while 10% of those who used the center said it was too crowded; (4) generally, the 13 services were rated favorably; (5) fewer than 10% of users of a service cited a major weakness for that service-exceptions included waiting in line at Admissions/Records, the bookstore, Counseling Services, the dining rooms, and Financial Aid; (6) 20% of bookstore users said it was too expensive; (7) registration via the Internet was the choice of approximately two-thirds of respondents; and (8) overall evaluations were similar for 2001 and 1998. The document includes a profile of respondents, details about the evaluation, and comparisons with 1998 results. Tabled survey results and the questionnaire are appended. (Contains 12 figures.) (EMH)

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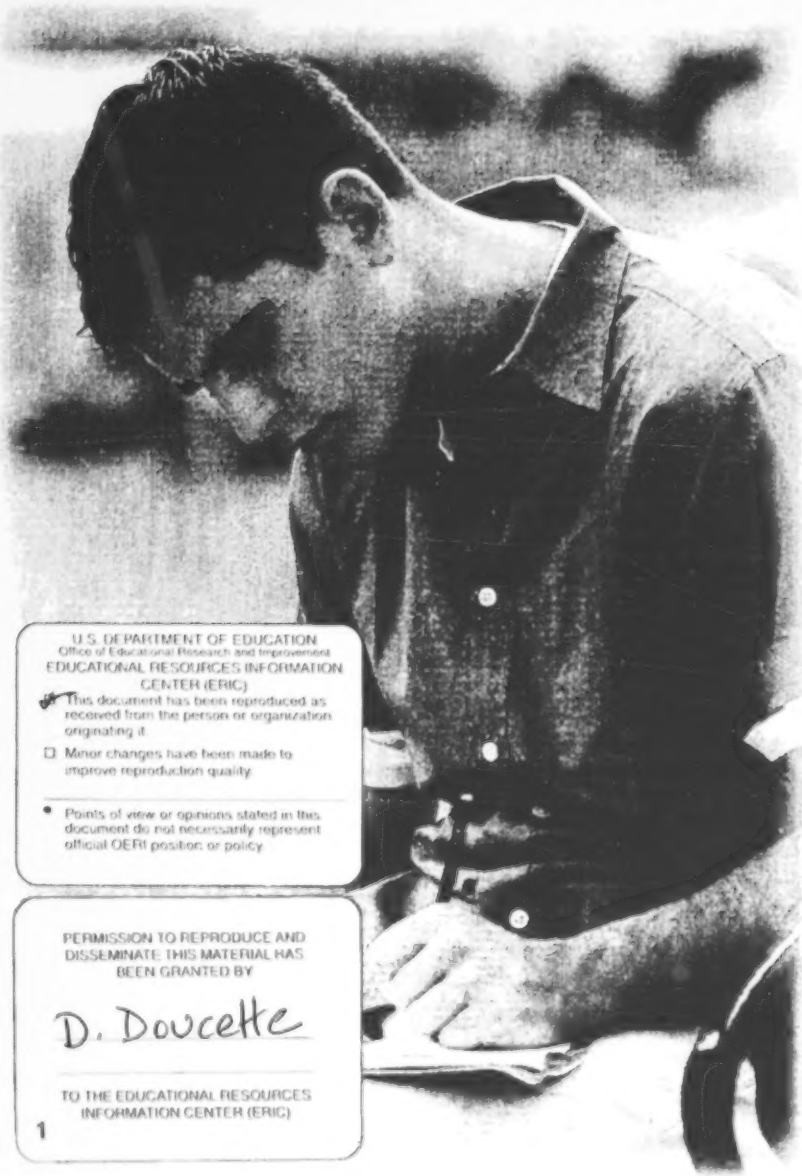
ED 466 875

Spring 2001
User Evaluation of
Student and Auxiliary Services

Admissions & Records • Bookstore • C-Store

Student Activities • Success Center • Testing & Assessment Center



Career Services • Children's Center • Counseling Services • Dining Services

Encore Expresso • Financial Aid Services • Library

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March 2002

SPRING 2001
USER EVALUATION

OF

STUDENT & AUXILIARY SERVICES

Johnson County Community College
Office of Institutional Research

March 2002

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Background

JCCC has conducted user evaluations of student/auxiliary services biennially during the fall semester since 1986. At the suggestion of the dean of student services, the fall 2000 evaluation was rescheduled for the following spring semester due to the recent completion of the Student Center. Subsequent evaluations will continue to be conducted every other year in the spring, with the next evaluation scheduled for spring 2003.

In total, 585 surveys were returned from students in the sample of classes selected to generally represent career/transfer, day/evening, and freshman/sophomore classes at JCCC.

Major Findings

- Eighty-three percent of respondents rated JCCC as excellent or good.
- The most frequently-used student/auxiliary service was the Library, which was used at least three times in the past year by almost 60% of the respondents. The Bookstore and Dining Services were used at least three times in the past year by 40% of respondents.
- The primary reason given for not using specific student/auxiliary services is that they weren't needed (percents ranged from 56% of respondents regarding the C-store to 86% of respondents regarding the Children's Center). Thirty-nine percent of respondents who indicated they never used the C-store in the past year said they didn't know about it. Almost three in ten of Bookstore non-users said it was too expensive.
- Generally, users of the thirteen student/auxiliary services rated them favorably. Over two-thirds of responding service users rated each service as excellent or good.
- Generally, fewer than 10% of users of a service cited a major weakness for that service. Exceptions include waiting in line, cited by approximately 20% of users of Admissions/ Records, the Bookstore, Counseling Services, Dining Services, and Financial Aid Services. Approximately 20% of Bookstore users and12% of Children's Center users indicated these services were too expensive and 10% of Children's Center users listed"crowded space" as a major weakness.
- Overall evaluations for the services were generally similar for 2001 and 1998 (the most recent previous evaluation survey).
- Instructors, walkways/sidewalks, rest rooms, non-instructor staff, and outside lighting were all rated excellent or good by about three-quarters of responding students.

Major Findings (cont'd)

Pay phones and the JCCC web page received ratings of excellent or good from over 60% of the respondents. The JCCC web page was rated fair or poor by 17% of respondents.

- Registration using the Internet was the choice of approximately two-thirds of respondents (46% off-campus and 20% on-campus).
- Three-quarters of students who used off-campus Internet registration were very or somewhat satisfied with the registration method they used, compared to just over 60% for all other registration methods used.
- Main reasons for visiting JCCC's Career Center include learning about its services (40%) and reviewing job listings (37%).
- Approximately 45% of respondents indicated they had visited the Bookstore web site more than once in the past year.

Background

The Office of Institutional Research at JCCC has conducted periodic user evaluations of Student/Auxiliary services since 1986. Results from these user evaluations have been used to provide a barometer of student perception and to inform improvements in these services. Prior to 2001, the survey had always been conducted in the fall. The change to the spring semester for 2001 was made at the suggestion of the dean of student services because completion of the Student Center in Fall 2000 involved a transition period for staff and students. Subsequent evaluations will continue to be conducted every other year in the spring, with the next evaluation scheduled for spring 2003.

Methodology

The user evaluation was distributed to students in a sample of JCCC classes selected to generally represent career/transfer, day/evening, and freshman/sophomore classes. In total, 585 surveys were completed and returned.

An overview of the results is contained in the Executive Summary.

Major findings are summarized in the bulleted points and figures on the following pages. Tabled results are in Appendix A and a copy of the survey is in Appendix B. Verbatim comments are contained in a written supplement to this report.

Please direct any questions or comments about this survey to:

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Selected demographic information was collected from survey respondents to allow construction of a respondent profile. This information is contained in Table 1, Appendix A.

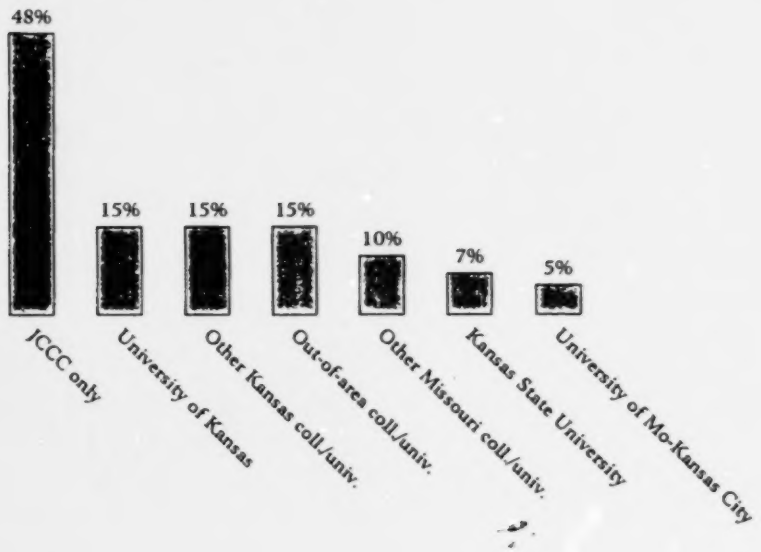
- Females comprised 54% of the respondents, approximately equal to the proportion of females in the student body as a whole, 55% (*Spring, 2001 Student Enrollment Summary*).
- The median age of respondents is 21.0 years, compared with 23.0 years for all students.
- Fifty-nine percent of respondents are full-time (enrolled in 12 or more hours), compared with 28% of Spring 2001 JCCC students.
- The two primary educational objectives for survey respondents include transfer to another college or university (58%) and prepare to enter the job market (14%). These figures are lower (34% and 10%), respectively, for the Spring 2001 student body as a whole.

Overall, it would appear that a higher percentage of traditional students responded to this survey than comprise the student body as a whole. This is not unexpected since traditional students generally spend more time on campus and would therefore tend to make more use of student/auxiliary services.

Education

- Half of the respondents indicated that the highest level of education completed was some college, no degree; an additional 26% had earned only a high school diploma. These two categories account for three-quarters of the respondents. Ten percent of the respondents had already completed an associate's degree, and another 10% had completed at least a bachelor's degree (see Table 2, Appendix A).
- Just under half of the respondents had attended only JCCC. Next most-frequently cited were the University of Kansas, other Kansas colleges/universities, and out-of-area colleges/universities (all 15%). (See Table 2, Appendix A, and Figure 1, next page.)

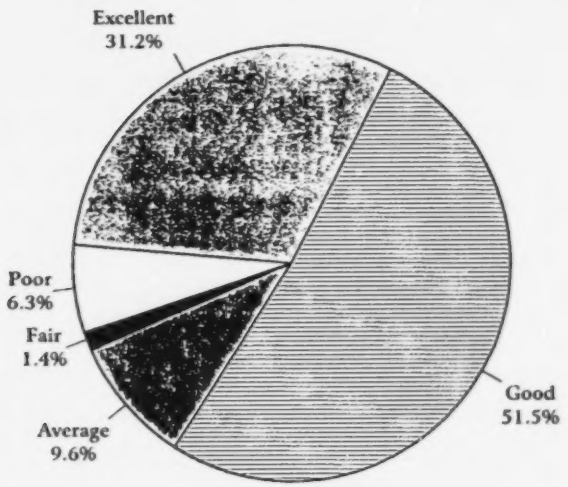
Figure 1
Colleges and Universities Attended



- The overall rating of JCCC is generally very favorable (see Figure 2, below, and Table 7, Appendix A.)

  Eighty-three percent of the students rated JCCC overall as excellent or good. Ten percent rated JCCC as average. Eight percent of student respondents rated JCCC as fair or poor.

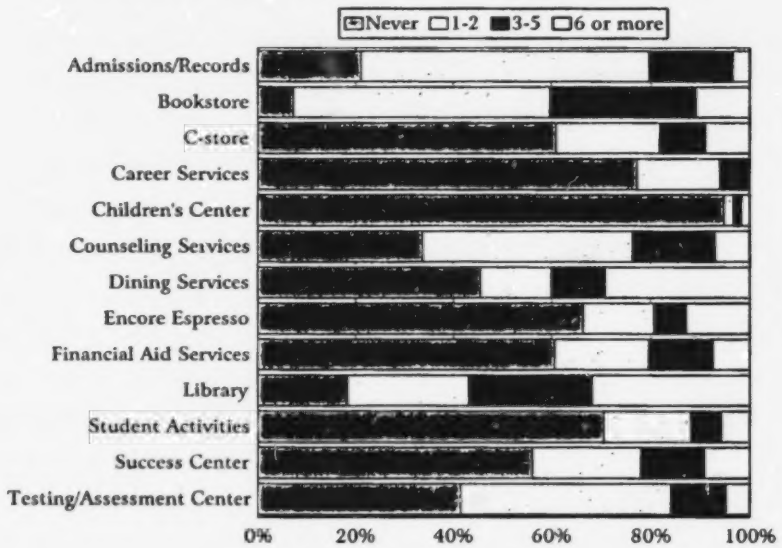
Figure 2
Overall Rating of JCCC



- The frequency of use of student/auxiliary services is summarized in Figure 3, below, and Table 6, Appendix A. In the past year, at least half the respondents had used the following services: Admissions/Records, the Bookstore, Counseling Services, Dining Services, the Library, and the Testing and Assessment Center.

  The most frequently-used student/auxiliary service was the Library, which was used at least three times in the past year by almost 60% of the respondents. The Bookstore and Dining Services were used at least three times in the past year by 40% of respondents.

Figure 3
Frequency of Use of Student/Auxiliary Services in Past Year



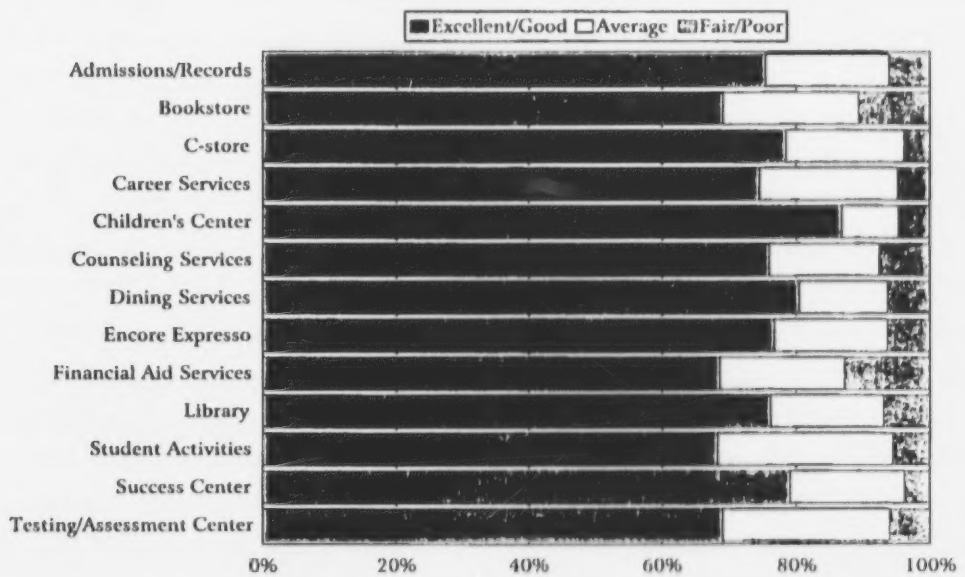
- Reasons given for not using student/auxiliary services are listed in Table 6, Appendix A. The primary reason given for not using the services is that they weren't needed (percents ranged from 56% of C-store respondents to 86% of Children's Center respondents). Other important reasons for not using some services include didn't know about it (C-store - 39%, Career Services - 22%, and Success Center - 22%) and too expensive (Bookstore - 29%).

Overall Evaluation

Generally, respondents rated the thirteen student/auxiliary services very favorably. Over 60% of all respondents rated each of the services as excellent or good (see Table 3, Appendix A, and Figure 4, below). *(Note: Ratings in this section are only from respondents who indicated they had used the service they are rating.)*

As Figure 4 below illustrates, the percent of respondents rating the service overall as excellent or good ranged from 68% for Student Activities to 87% for the Children's Center (see also Table 3, Appendix A). Approximately three-quarters of respondents rated most other services as excellent or good, with the Bookstore, Financial Aid Services, and the Testing and Assessment Center slightly lower at just under 70%.

Figure 4
Evaluation of Service Overall

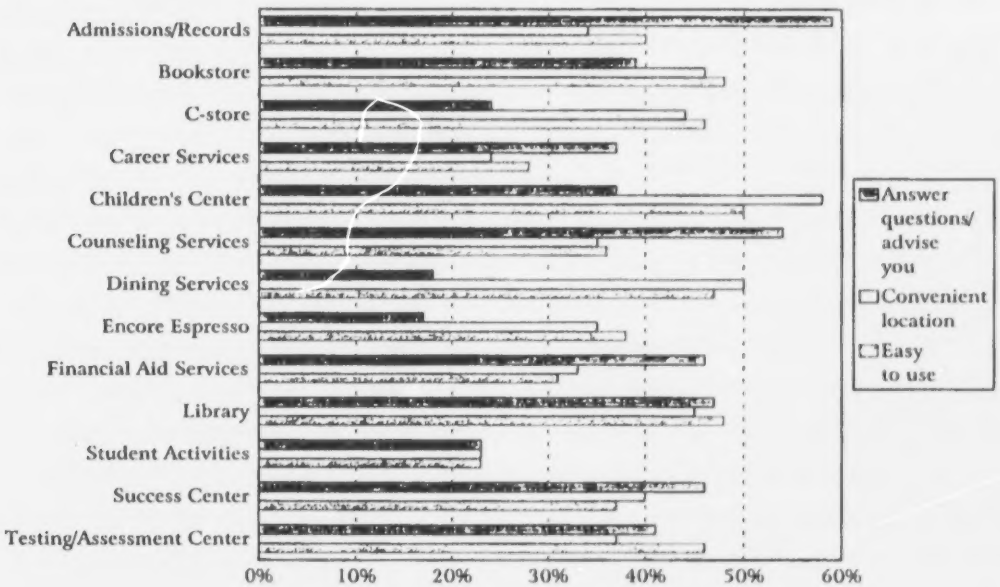


Overall ratings for services included in the evaluation for the first time in 2001 were high: Encore Espresso (mean=4.03), the Success Center (mean=4.05), and the C-store (mean=4.10).

Strengths

Respondents were asked to indicate the major strengths for each of the thirteen services (see Table 5, Appendix A). Three were cited as one of the top three strengths for over half of the thirteen services (see Figure 5, below). These three strengths include, "answer your questions/ advise you," "convenient/good location," and "easy to use."

Figure 5
Major Strengths by Service
(Note: Strengths are listed only if they are in the top three for over half of all services.)



"Answer your questions/advise you" was the major strength cited most frequently by respondents for Admissions/Records (59%), Counseling Services (54%), Financial Aid Services and the Success Center (each 46%), Career Services (37%), and Student Activities (23%).

"Easy to use" was the major strength cited most frequently by respondents for the Bookstore (48%), the Library (48%), the C-store (46%), the Testing and Assessment Center (46%), and Student Activities (23%).

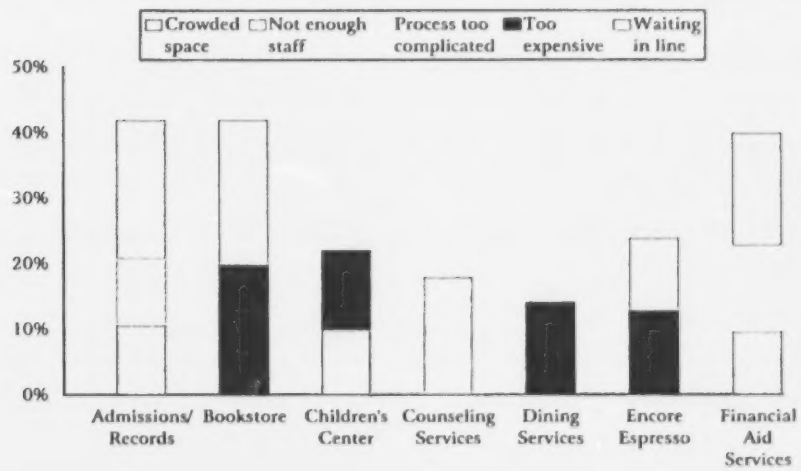
"Convenient/good location" was the major strength for Dining Services (50%) and Student Activities (23%).

Weaknesses

Generally, many fewer respondents cited weaknesses than strengths for the thirteen services. This speaks highly of JCCC student and auxiliary services and undoubtedly contributes to the high overall level of satisfaction with the college.

The complete listing of weaknesses is contained in Table 5, Appendix A. Figure 6, below, depicts the services for which at least ten percent of respondents identified a weakness. The five weaknesses listed in Figure 6 include waiting in line (up to 22%), too expensive (up to 20%), process too complicated (up to 13%), crowded space (up to 11%), and not enough staff (up to 10%). The C-store, Career Services, the Library, Student Activities, the Success Center, and the Testing and Assessment Center are not listed in Figure 6 because no weaknesses were indicated by at least ten percent of respondents.

Figure 6
Weaknesses by Service
(Note: Weaknesses are noted only if they were cited by at least 10% of respondents.)

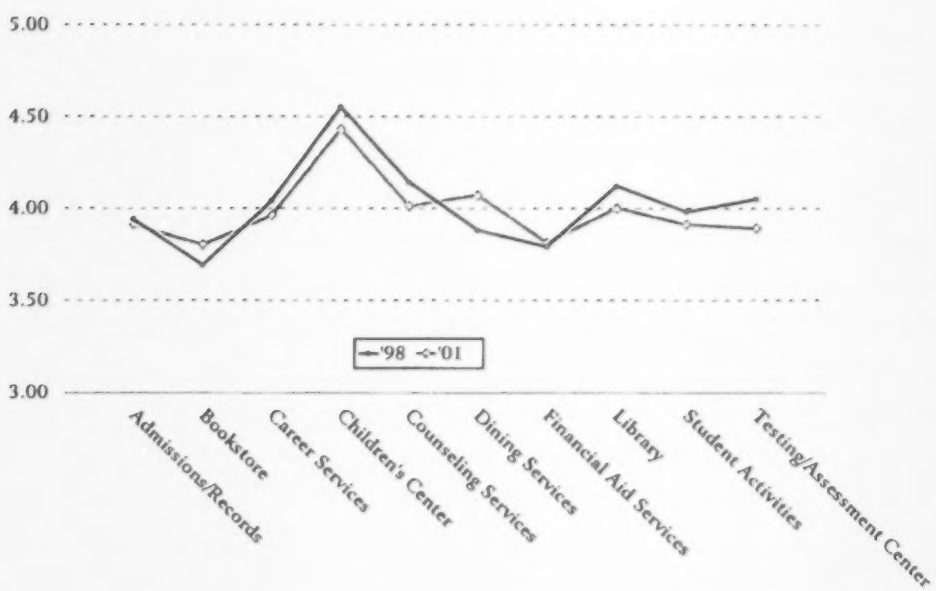


"Waiting in line" was cited as a top weakness for users of the Bookstore (22%), Admissions/ Records (21%), Counseling Services (18%), Financial Aid Services (17%), and Encore Espresso (11%). "Too expensive" was cited as a top weakness for users of the Bookstore (20%), Dining Services (14%), Encore Espresso (13%), and the Children's Center (12%).

2001 vs. 1998 Ratings: Overall Evaluation

It is apparent from Figure 7, below (see also Table 4, Appendix A), that the overall evaluations are quite similar for 1998 and 2001.

Figure 7
Mean Overall Evaluation of Student/Auxiliary Services for 1998 and 2001
(5 -point scale: 5=Excellent to 1=Poor)



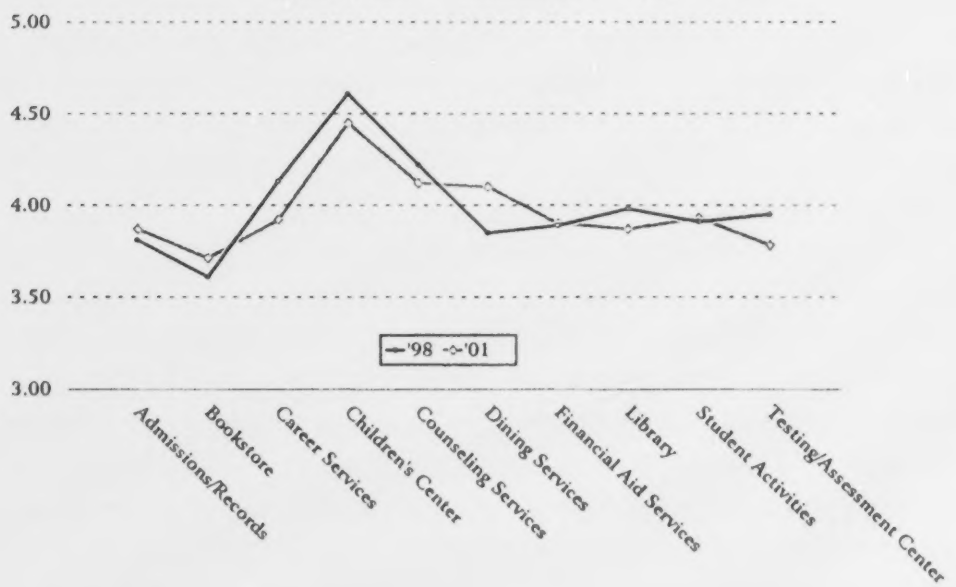
Overall mean ratings improved for the Bookstore (from 3.69 to 3.80) and Dining Services (from 3.88 to 4.07) from 1998 to 2001. The improved ratings may in part be due to relocation of these services into the Student Center.

The mean overall evaluation for the following services was down slightly from 1998 to 2001: the Children's Center (from 4.55 to 4.43), Counseling Services (from 4.14 to 4.01), the Library (from 4.12 to 4.00), and Testing and Assessment (from 4.05 to 3.89).

2001 vs. 1998 Ratings: Attitude

Respondents were asked to rate services (from poor to excellent) in regard to attitude of service area staff (i.e., was the staff helpful, courteous, pleasant, etc.?). Mean ratings for attitude improved from 1998 to 2001 for the Bookstore (from 3.61 to 3.70) and for Dining Services (from 3.85 to 4.10). Mean ratings for attitude declined somewhat for the Children's Center (from 4.61 to 4.43), Career Services (from 4.13 to 3.92), Counseling Services (from 4.22 to 4.12), the Library (from 3.98 to 3.87), and Testing and Assessment (from 3.95 to 3.78).

Figure 8
Mean Evaluation of Attitude for Student/Auxiliary Services for 1996 and 1998
(5-point scale: 5=Excellent to 1=Poor)

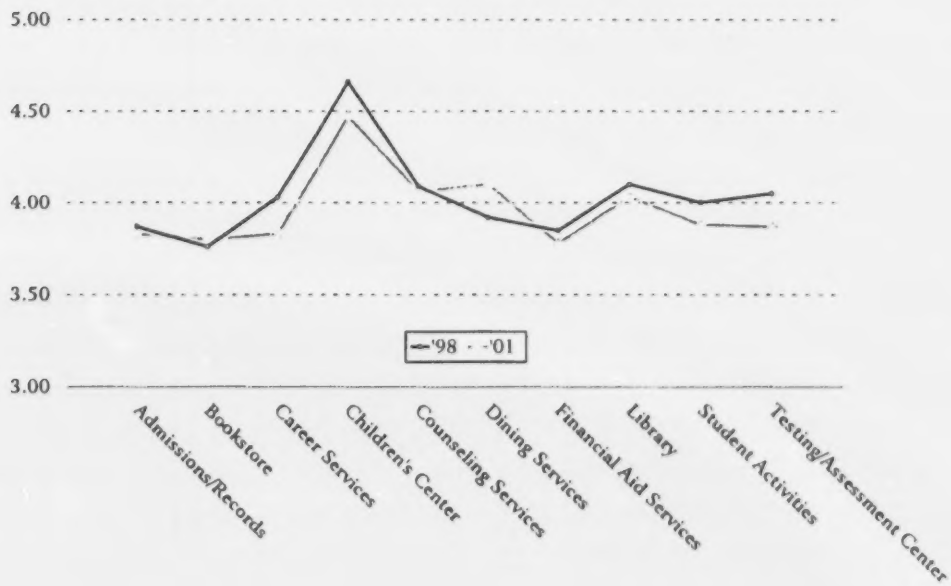


2001 vs. 1998 Ratings: Competence

Mean ratings for competence (i.e., did the staff seem to know what they were doing, did they know where things were, could they answer questions) increased from 1998 to 2001 for Dining Services (from 3.92 to 4.10).

The mean ratings decreased somewhat from 1998 to 2001 for Career Services (from 4.03 to 3.83), Testing and Assessment (from 4.05 to 3.87), Student Activities (from 4.00 to 3.88), and for the Children's Center, from 4.66 to 4.47. (See Figure 9, below, and Table 4, Appendix A.)

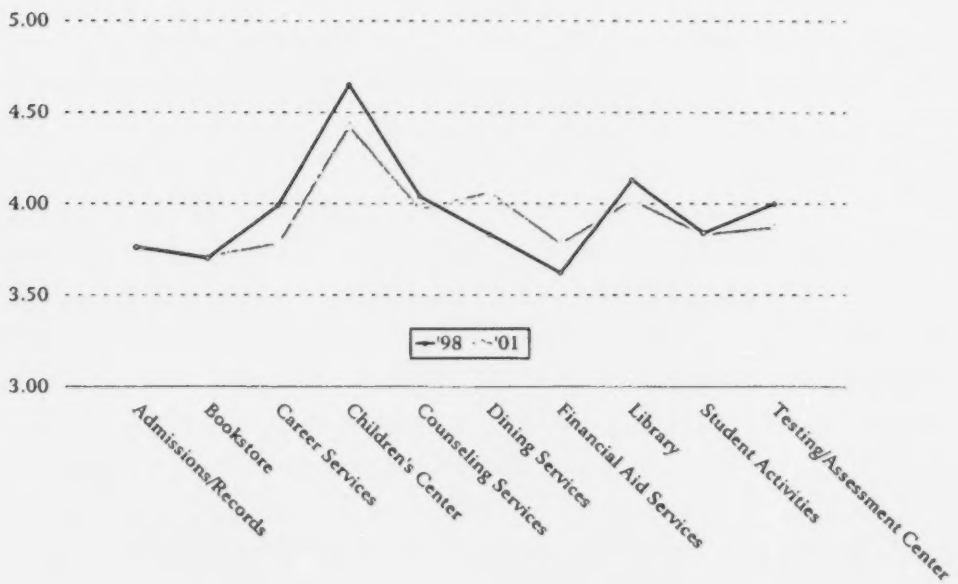
Figure 9
Mean Evaluation of Competence for Student/Auxiliary Services for 1996 and 1998
(5-point scale: 5=Excellent to 1=Poor)



2001 vs. 1998 Ratings: Accessibility

Mean ratings for accessibility (or convenience, i.e., how easy it was to use the service, hours and days open, location, etc.) increased from 1998 to 2001 for Financial Aid Services (from 3.62 to 3.78) and Dining Services (from 3.83 to 4.06). Mean ratings for accessibility declined for the Children's Center (from 4.65 to 4.42), Career Services (from 3.99 to 3.78), Testing and Assessment (from 4.00 to 3.87), and for the Library (from 4.13 to 4.02). (See Figure 10, next page, and Table 4, Appendix A.)

Figure 10
Mean Evaluation of Accessibility for Student/Auxiliary Services for 1998 and 2001
(5-point scale: 5=Excellent to 1=Poor)

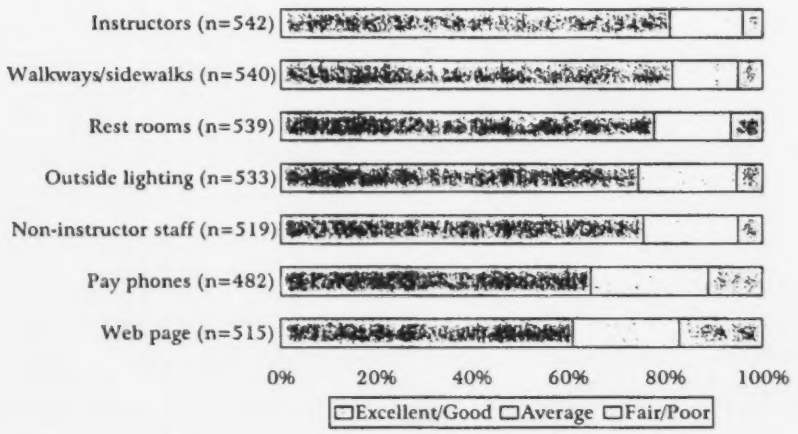


It is important to note the considerable construction underway in several areas on the JCCC campus during the survey period, which may have had an influence on respondents' ratings of accessibility.

Seven additional features were rated by respondents (see Figure 11, below, and Table 7, Appendix A.)

- All seven features were rated excellent or good by at least 60% and all but two (pay phones and the JCCC web page) by approximately three-quarters of the students surveyed.
- Two of the features listed were rated fair or poor by 10% or more of the respondents: the JCCC web page (17%) and pay phones (11%).

Figure 11
Ratings of JCCC Features



Method of Registration

- Internet registration was the choice of approximately two-thirds of respondents. Twenty-three percent of respondents indicated they registered in person and eleven percent by phone.

Satisfaction with Registration Method Used

- Three-quarters of the respondents who registered by Internet/WWW off-campus were highly satisfied (sum of very or somewhat satisfied), compared with 62% of respondents who used all other registration methods. (See Table 7, Appendix A.)

How Respondents Heard About JCCC's Children's Center

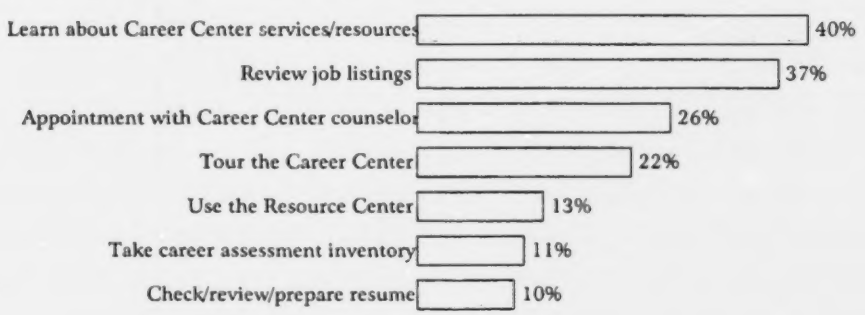
- The most common way student respondents indicated they heard about the JCCC Children's Center was "drove by it/saw sign" (24%). Other ways of hearing about the Children's Center - "saw it on the JCCC map," word of mouth, and "materials provided by JCCC," were all cited by about 13% of respondents. (See Table 7, Appendix A.)

Reasons for Visiting JCCC's Career Center

- Almost half of the respondents (40%) indicated their reason for visiting JCCC's Career Center was to learn about its services and resources; 37% indicated they reviewed job listings (see Figure 12, below, and Table 7, Appendix A).

- Twenty-six percent had an appointment with a Career Center counselor and 22% toured the Career Center.

Figure 12
Reasons for Visiting JCCC's Career Center



APPENDIX A

TABLED SURVEY RESULTS

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When Students Attend Classes at JCCC *30*

Table 1

PROFILE OF RESPONDENTS

Characteristic	Survey Respondents: Number	Percent	Spring 2001 JCCC Students
Gender			
Female	291	53.8%	54.6%
Male	250	46.2	45.4
Age			
20 & under	249	46.2%	32.5%
21 to 23	102	18.9	22.0
24 to 26	49	9.1	10.3
27 to 29	37	6.9	6.4
30 to 39	64	11.9	13.0
40 to 49	26	4.8	9.1
50 to 59	10	1.9	3.8
60 and over	2	0.4	2.9
Average Age:		24.5	27.7
Median Age:		21.0	23.0
Enrollment Status			
Full-time (12 or more hours)	322	58.7%	27.9%
Part-time (11 or fewer hours)	227	41.3	72.1
Educational Objective			
Transfer to another college or university	317	57.7%	33.8%
Prepare to enter job market	79	14.4	10.1
Improve skills for present job	34	6.2	9.4
Explore courses to decide on career	29	5.3	6.7
Remedy or review basic skills	4	0.7	0.7
Personal interest or self-improvement	19	3.5	13.5
Prepare to change careers	35	6.4	7.4
Other	32	5.8	18.6

Note: Unknowns have been excluded to enhance the usefulness of comparisons.

Table 2

EDUCATION

	Number	Percent
Highest Level of Education Completed		
Less than high school	13	2.3%
High school diploma	143	25.5
Some college, no degree	279	49.8
Vocational certificate	13	2.3
Associate degree	58	10.4
Bachelor's degree	40	7.1
Master's degree or higher	14	2.5
No. of respondents	560	
Colleges and Universities Attended[1]		
JCCC only	217	48.2%
University of Kansas	68	15.1
Kansas State University	32	7.1
University of Missouri--Kansas City	21	4.7
Other Kansas colleges/universities	66	14.7
Other Missouri colleges/universities	46	10.2
Out of area colleges/universities	66	14.7
No. of respondents	450	

Note: [1]Multiple responses item; numbers and percentages are not additive. Percentages are based on the total number of respondents *to this question*.

Table 3

STUDENT & AUXILIARY SERVICES COMPOSITE[1] RESULTS: 1992 - 2001

	Overall Evaluation			Attitude			Competence			Accessibility		
	Excl./ Good	*Avg.*	*Fair/ Poor*	*Excl./ Good*	*Avg.*	*Fair/ Poor*	*Excl./ Good*	*Avg.*	*Fair/ Poor*	*Excl./ Good*	*Avg.*	*Fair/ Poor*
STUDENT SERVICES												
Admissions and Records												
1992 (n=423)	70.7%	21.0%	8.3%	70.9%	22.2%	6.9%	74.0%	18.1%	7.9%	63.5%	22.7%	13.8%
1994 (n=425)	75.4	18.9	5.7	74.3	20.7	4.9	76.0	17.4	6.6	71.4	20.3	8.3
1996 (n=388)	79.2	15.3	5.5	77.6	18.6	3.9	78.2	17.1	4.7	73.5	18.2	8.3
1998 (n=379)	73.6	20.6	5.8	69.1	21.5	9.5	69.3	23.1	7.6	65.8	23.7	10.6
2001 (n=456)	75.4	18.4	6.2	71.1	22.5	6.4	72.0	19.0	9.1	67.0	23.7	9.2
Career Services												
1992 (n=127)	70.8%	22.3%	6.9%	70.2%	22.9%	6.9%	72.1%	21.7%	6.2%	75.6%	19.1%	5.3%
1994 (n=101)	66.0	24.0	10.0	77.0	17.0	6.0	65.6	27.3	7.1	72.3	22.8	5.0
1996 (n=108)	80.3	15.9	3.7	75.9	19.4	4.6	75.0	19.4	5.6	81.5	18.5	4.6
1998 (n=136)	75.8	19.9	4.4	78.7	17.6	3.7	77.2	16.9	5.9	74.3	19.9	5.8
2001 (n=131)	74.5	20.6	4.9	70.6	25.5	3.9	63.8	31.4	4.9	62.4	32.7	5.0
Children's Center												
1992 (n=63)	88.2%	7.4%	4.4%	91.3%	5.8%	2.9%	91.2%	7.4%	1.5%	77.9%	14.7%	7.4%
1994 (n=43)	88.4	4.7	7.0	95.4	2.3	2.3	95.3	2.3	2.3	74.4	18.6	7.0
1996 (n=6)[2]	100.0	0.0	0.0	100.0	0.0	0.0	100.0	0.0	0.0	83.3	16.7	0.0
1998 (n=38)	94.7	2.6	2.6	94.7	5.3	0.0	97.3	0.0	2.7	89.5	0.0	10.5
2001 (n=83)	86.8	8.4	4.8	88.0	8.4	3.6	89.2	7.2	3.6	83.2	12.0	4.8
Counseling Services												
1992 (n=403)	73.0%	17.4%	9.6%	77.9%	17.4%	4.7%	74.0%	17.0%	9.1%	71.5%	19.4%	9.1%
1994 (n=379)	76.3	15.8	7.9	81.5	9.8	8.7	75.2	16.9	7.9	67.3	23.7	8.9
1996 (n=378)	75.4	16.1	8.5	82.5	13.0	4.5	74.4	17.2	8.2	73.6	19.8	6.7
1998 (n=270)	81.5	11.9	5.2	85.3	9.9	4.8	76.3	16.2	7.4	76.3	16.7	5.6
2001 (n=380)	76.0	16.3	7.7	79.2	15.4	5.4	76.6	17.1	6.2	73.2	20.6	6.3

Table 3 (continued)

STUDENT & AUXILIARY SERVICES COMPOSITE RESULTS: 1992 - 2001

	Overall Evaluation			Attitude			Competence			Accessibility		
	Excl./ Good	*Avg.*	*Fair/ Poor*	*Excl./ Good*	*Avg.*	*Fair/ Poor*	*Excl./ Good*	*Avg.*	*Fair/ Poor*	*Excl./ Good*	*Avg.*	*Fair/ Poor*
Financial Aid Services												
1992 (n=180)	51.6%	24.7%	23.6%	57.1%	25.3%	17.6%	50.5%	22.0%	27.5%	55.5%	25.8%	18.7%
1994 (n=154)	58.5	17.5	24.0	61.7	27.3	11.0	55.2	23.0	21.7	57.5	20.3	22.2
1996 (n=170)	60.9	19.3	19.9	70.0	23.5	6.5	62.2	25.0	12.8	54.0	25.6	20.3
1998 (n=173)	67.0	19.1	13.9	72.2	16.2	11.6	69.9	16.8	13.3	59.6	22.0	18.5
2001 (n=226)	68.6	18.6	12.8	71.9	17.6	10.4	66.7	20.0	13.3	69.5	18.1	12.4
Library												
1996 (n=385)[3]	89.1%	7.5	3.4%	87.0%	9.8%	3.1%	91.4%	5.7%	2.8%	86.8%	9.8%	3.4%
1998 (n=358)	77.7	19.0	3.4	73.6	18.4	8.1	77.1	19.6	3.4	79.1	16.4	4.5
2001 (n=474)	76.2	16.8	7.0	69.5	21.1	9.3	75.6	19.3	5.0	75.7	18.9	5.5
Student Activities												
1992 (n=110)	72.3%	20.5%	7.1%	71.7%	23.0%	5.3%	76.1%	20.4%	3.5%	79.6%	16.8%	3.5%
1994 (n=65)	83.0	16.9	0.0	78.5	20.0	1.5	80.0	18.5	1.5	75.3	23.1	1.5
1996 (n=56)	76.8	21.4	1.8	72.8	23.6	3.6	76.8	21.4	1.8	71.3	25.0	3.6
1998 (n=99)	74.6	20.3	5.3	68.3	24.1	7.6	74.6	22.8	2.5	70.9	21.5	7.6
2001 (n=168)	68.3	26.2	5.6	69.1	26.2	4.8	65.9	28.6	5.6	63.0	30.7	6.3
Success Center[3]												
2001 (n=253)	79.0%	17.1%	3.8%	77.9%	17.4%	4.7%	76.9%	17.9%	5.1%	73.7%	21.1%	5.2%
Testing and Assessment												
1992 (n=257)	72.1%	22.1%	5.8%	61.2%	28.5%	10.4%	70.9%	21.7%	7.4%	70.5%	18.6%	10.9%
1994 (n=238)	70.4	24.5	5.1	67.7	23.5	8.8	71.8	23.5	4.6	71.9	21.8	9.2
1996 (n=215)	79.5	16.3	4.2	76.2	18.6	5.1	79.1	16.3	4.7	78.2	13.0	8.8
1998 (n=214)	74.1	22.0	3.9	72.4	19.9	7.8	76.1	20.5	3.4	74.7	19.5	5.9
2001 (n=336)	69.0	24.9	6.1	63.5	28.1	8.5	68.8	24.5	6.7	68.7	24.0	7.4

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Table 3 (continued)

STUDENT & AUXILIARY SERVICES COMPOSITE RESULTS: 1992 - 2001

	Overall Evaluation			Attitude			Competence			Accessibility		
	Excl./ Good	*Avg.*	*Fair/ Poor*	*Excl./ Good*	*Avg.*	*Fair/ Poor*	*Excl./ Good*	*Avg.*	*Fair/ Poor*	*Excl./ Good*	*Avg.*	*Fair/ Poor*
AUXILIARY SERVICES												
Bookstore												
1992 (n=492)	82.7%	12.4%	4.9%	77.0%	18.7%	4.3%	83.3%	13.6%	3.1%	80.4%	13.8%	5.7%
1994 (n=490)	74.7	19.6	5.7	70.6	24.1	5.3	76.0	19.3	4.7	73.3	19.6	7.1
1996 (n=459)	70.6	22.6	6.8	65.6	24.2	10.2	70.8	22.7	6.6	66.6	26.0	7.4
1998 (n=411)	63.0	25.5	11.4	60.4	24.9	14.7	66.6	22.8	10.6	62.5	25.8	11.6
2001 (n=539)	69.1	20.2	10.7	64.9	22.4	12.8	68.2	22.4	9.3	64.7	22.6	12.8
Dining Services												
1992 (n=400)	78.8%	16.6%	4.6%	78.0%	17.1%	4.9%	77.8%	17.3%	4.9%	81.5%	13.7%	4.8%
1994 (n=387)	77.2	19.1	3.6	74.5	22.7	2.8	77.2	21.4	1.4	78.7	18.2	3.2
1996 (n=318)	76.1	19.2	4.7	75.3	21.6	3.1	75.6	21.4	3.1	79.5	15.1	5.4
1998 (n=253)	71.4	23.3	5.3	71.5	17.1	11.4	71.7	20.9	7.4	68.2	21.2	10.6
2001 (n=311)	80.4	13.2	6.4	79.0	15.6	5.4	80.2	14.7	5.1	78.2	15.6	6.1
C-store[3]												
2001 (n=224)	78.4%	17.6%	3.9%	74.2%	20.9%	4.9%	76.4%	19.1%	4.4%	75.0%	19.6%	5.4%
Encore Espresso[3]												
2001 (n=193)	76.8%	16.9%	6.4%	74.5%	15.6%	10.4%	77.8%	16.4%	5.8%	74.3%	18.1%	7.6%

Note: [1]Data were collected utilizing a 5-point scale ranging from *excellent* to *poor*. To enhance the clarity of the data, the *excellent* and *good* responses have been combined and the *fair* and *poor* responses have been combined.

[2]Small sample (oversample not included).

[3]The C-store, Encore Espresso, and the Success Center were included in the survey in 2001 for the first time.

Table 4

COMPARISON OF STUDENT & AUXILIARY SERVICES EVALUATIONS: 1992 - 2001

Scale: 5 = *Excellent* 4 = *Good* 3 = *Average* 2 = *Fair* 1 = *Poor*

	Overall Evaluation	Attitude	Competence	Accessibility
STUDENT SERVICES				
Admissions and Records				
1992	3.80	3.80	3.87	3.66
1994	3.96	3.92	3.92	3.88
1996	4.02	4.02	4.04	3.91
1998	3.94	3.81	3.87	3.76
2001	3.91	3.87	3.83	3.77
Career Services				
1992	3.92	3.92	3.97	4.05
1994	3.82	4.03	3.78	3.90
1996	4.06	3.98	4.01	4.06
1998	4.04	4.13	4.03	3.99
2001	3.96	3.92	3.83	3.78
Children's Center				
1992	4.47	4.58	4.52	4.15
1994	4.49	4.63	4.67	4.19
1996[1]	4.67	4.67	4.67	4.67
1998	4.55	4.61	4.66	4.65
2001	4.43	4.45	4.47	4.42
Counseling Services				
1992	3.87	4.01	3.89	3.84
1994	3.95	4.03	3.93	3.81
1996	3.94	4.11	3.97	3.88
1998	4.14	4.22	4.09	4.04
2001	4.01	4.12	4.06	3.97
Financial Aid Services				
1992	3.41	3.57	3.35	3.53
1994	3.49	3.72	3.50	3.46
1996	3.55	3.88	3.67	3.41
1998	3.79	3.89	3.85	3.62
2001	3.81	3.90	3.78	3.78
Library				
1996	4.24	4.39	4.35	4.31
1998	4.12	3.98	4.10	4.13
2001	4.00	3.87	4.03	4.02

Table 4 (continued)

COMPARISON OF STUDENT & AUXILIARY SERVICES EVALUATIONS: 1992 -2001

Scale: 5 = *Excellent* 4 = *Good* 3 = *Average* 2 = *Fair* 1 = *Poor*

	Overall Evaluation	Attitude	Competence	Accessibility
Student Activities				
1992	3.90	3.91	3.98	4.04
1994	4.17	4.11	4.11	4.08
1996	4.09	3.96	4.02	3.96
1998	3.98	3.91	4.00	3.84
2001	3.91	3.93	3.88	3.83
Success Center[2]				
2001	4.05	4.04	4.03	3.98
Testing and Assessment				
1992	3.92	3.65	3.86	3.81
1994	3.86	3.74	3.86	3.85
1996	4.08	3.96	4.02	4.01
1998	4.05	3.95	4.05	4.00
2001	3.89	3.78	3.87	3.87
AUXILIARY SERVICES				
Bookstore				
1992	4.12	4.02	4.15	4.10
1994	3.90	3.84	3.95	3.89
1996	3.87	3.76	3.89	3.83
1998	3.69	3.61	3.76	3.70
2001	3.80	3.71	3.80	3.71
Dining Services				
1992	4.05	4.05	4.03	4.12
1994	3.98	4.01	4.03	4.08
1996	4.03	4.05	4.04	4.14
1998	3.88	3.85	3.92	3.83
2001	4.07	4.10	4.10	4.06
C-store[2]				
2001	4.10	4.04	4.06	4.05
Encore Espresso[2]				
2001	4.03	3.92	4.04	4.01

Notes: [1]Small sample; oversample of Children's Center users not included.
[2]The C-store, Encore Espresso, and the Success Center were first included in this survey in 2001.

Table 5

MAJOR STRENGTHS AND WEAKNESSES OF STUDENT & AUXILIARY SERVICES

	Adm/ Rec..	Book- Store	C- Store	Car Serv.	Child Cent.	Couns Serv.	Din. Serv.	Enc. Espr.	Fin Serv.	Library	Stdnt. Activ.	Succ. Cent.	Test. Cent.
Major Strengths *(Multiple responses allowed.)*													
Answer your questions/advise you	59%	39%	24%	37%	37%	54%	18%	17%	46%	47%	23%	46%	41%
Convenient/good location	34	46	44	24	58	35	50	35	33	45	23	40	37
Easy to use	40	48	46	28	50	36	47	38	31	48	23	37	46
Fast, efficient service	30	36	44	21	37	29	49	43	25	32	18	29	33
Hours open/available	26	38	32	22	49	32	34	26	31	43	15	34	39
Knowledgeable staff	44	37	26	31	47	45	18	24	37	43	20	39	32
Nice/friendly/helpful staff	45	44	42	33	63	48	44	33	34	38	21	37	38
Organized	35	44	32	25	55	34	31	21	27	39	20	31	36
Phone contact/registration	25	10	9	8	36	18	8	7	16	12	9	14	13
Major Weaknesses *(Multiple responses allowed.)*													
Attitude of staff not good/friendly	5%	8%	3%	2%	1%	5%	3%	7%	7%	8%	2%	2%	6%
Crowded space	11	9	5	2	10	6	7	3	10	3	3	6	3
Hours limited/inconvenient	9	8	7	2	7	6	8	1	6	6	5	4	7
Not enough staff	10	7	6	4	1	7	3	2	7	5	1	4	2
Phone problems	6	1	1	1	2	2	0	2	6	0	1	1	1
Process too complicated	5	3	0	1	7	2	0	0	13	3	2	5	3
Selection too limited	2	5	2	2	9	1	8	1	1	4	2	0	1
Staff not knowledgeable	3	3	0	2	1	6	0	1	7	1	1	2	2
Too expensive	1	20	9	1	12	0	14	13	0	0	1	0	0
Waiting in line	21	22	5	2	4	18	9	11	17	2	2	6	2

Table 6

FREQUENCY OF USE/REASONS FOR NOT USING STUDENT & AUXILIARY SERVICES

	Adm/ Rec.	Book-Store	C-Store	Career Serv.	Child. Cent.	Couns. Serv.	Din. Serv.	Enc. Espr.	Fin. Serv.	Library	Stdnt. Activ.	Succ. Cent.	Test. Cent.
# of Times Used in Past Year													
Never	21.1%	7.2%	60.9%	77.2%	94.8%	33.8%	45.6%	66.4%	60.6%	18.4%	70.4%	56.1%	41.6%
1-2	58.7	52.5	20.9	16.7	1.9	42.5	14.3	14.3	19.0	24.8	17.6	21.9	42.4
3-5	16.8	29.3	9.1	5.9	1.6	16.6	10.8	6.4	12.9	25.0	6.2	12.8	11.1
6 or more	3.5	11.0	9.1	0.2	1.7	7.1	29.2	12.9	7.5	31.8	5.8	9.2	4.9
No. of respondents	578	581	573	575	574	574	572	574	574	581	567	576	575
Reasons for Not Using Student/Auxiliary Services *(Multiple responses allowed.)*													
Accessibility limited	1%	0%	1%	1%	1%	1%	0%	2%	1%	0%	1%	1%	0%
Didn't know about it	16	0	39	22	9	7	6	10	6	4	19	22	6
Didn't know where it was	3	2	8	11	3	5	7	6	5	7	6	7	5
Didn't need it	82	60	56	70	86	83	81	76	81	76	69	64	85
Had a bad feeling about it	1	2	0	1	1	2	1	1	2	0	1	1	1
Hours limited	6	2	1	2	1	4	5	2	1	3	4	2	1
Location inconvenient	1	5	4	1	0	0	2	1	1	2	0	0	0
Selection limited	0	0	1	1	0	0	1	0	1	0	1	0	0
Too expensive	1	29	3	0	1	0	5	6	0	1	0	0	0
No. of respondents	122	42	349	444	544	194	261	381	348	107	399	323	239

Table 7

SELECTED RESULTS/RATINGS

Q4. How many times have you visited the Bookstore web site in the past year?

None	55.7%
1-3	29.5
4-6	10.5
7-9	2.7
10 or more	1.6
No. of respondents	438

Q16. Please rate the following.	Mean	Excl/ Good	Average	Fair/ Poor
Instructors (Were they helpful, knowledgeable, etc.?)(n=542)	4.09	81.0%	14.9%	4.1%
Outside lighting (Were the bulbs lit, did you feel safe, was there enough?) (n=533)	3.98	74.5	20.3	5.3
Pay phones (Were they conveniently located, did you have to wait in line, etc.?) (n=482)	3.74	64.7	24.1	11.2
Rest rooms (Were they clean, conveniently located, did you wait in line, etc.?) (n=539)	4.00	77.7	15.8	6.5
Staff other than instructors (Were they friendly, helpful, knowledgeable, etc..?) (n=519)	3.92	75.5	19.5	5.0
Walkways/sidewalks (Were they in good repair, were there enough of them, etc.?) (n=540)	4.07	81.5	13.5	5.0
Web page (Was it easy to access, did it have helpful information, etc.?) (n=515)	3.63	61.0	21.9	17.1

Q19. Overall, based on your experience to date, how would you rate JCCC?

Excellent	31.2%
Good	51.5
Average	9.6
Fair	1.4
Poor	6.3
Mean	4.00
No. of respondents	573

Table 7 (continued)

SELECTED RESULTS/RATINGS

Q20. **How did you register for classes this semester?**

Internet off campus	46.4%
In person	22.8
Internet on campus	19.9
By phone	10.9
No. of respondents	569

Q21. **How satisfied are you with the registration method you used?**

	Mean	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied
All respondents (n=567)	3.79	44.3%	23.5%	13.1%	5.5%	13.8%
Registered by Internet off campus (n=261)	3.95	51.3	23.4	8.0	3.1	14.2
Registered by Internet on campus (n=112)	3.76	44.6	17.9	16.1	11.6	9.8
Registered in person (n=129)	3.65	38.0	24.0	17.8	5.4	14.7
Registered by phone (n=61)	3.61	29.5	32.8	19.7	4.9	13.1

Q22. **How did you hear about JCCC's Children's Center?** *(Multiple responses allowed. Percentages based on 207 total respondents to this question .)*

Drove by it/saw sign	23.7%
Saw it on the JCCC map	13.5
Friend/relative/student told me about it	13.0
Materials provided by JCCC	12.6
Brochure	4.8
Other	39.1

Table 7 (continued)

SELECTED RESULTS/RATINGS

Q23. **If you have visited JCCC's Career Center, what was the reason for your visit?** *(Multiple responses allowed.)*

Learn about Career Center services/resources	40.3%
Review job listings	37.1
Appointment with Career Center counselor	25.8
Tour the Career Center	21.8
Use Resource Center (videos, handouts, books, employer/career files)	12.9
Take career assessment inventory	10.5
Check/review/prepare my resume	9.7
Sign up for CHOICES	8.1
Conduct a mock interview	6.5
Use computerized assessments - SIGI, GIS, DISCOVER	5.6
Use Connections (alumni database for informational interviewing)	0.8
No. of respondents	124

Q27. **When do you usually attend classes at JCCC?**

During the day (incl. Saturday)	59.5%
In the evening	19.6
Both day and evening	20.9
No. of respondents	550

APPENDIX B

QUESTIONNAIRE

SPRING 2001 USER EVALUATION OF JCCC STUDENT/AUXILIARY SERVICES

Dear Student,
The Office of Institutional Research is conducting this survey to evaluate various student and auxiliary services provided by the college. Please answer each question as completely and honestly as possible. Return your completed survey to your instructor, or, if you prefer, drop it off at COM 305. Thank you!

If you have completed this form in another class this year, please check here ___ and return this form, unused, to your instructor. Please complete ONLY ONE evaluation.

1. During the past year, how many times have you used each of the following student/ auxiliary services?

	Never	1-2	3-5	6 or more
ADMISSIONS & RECORDS	0	0	0	0
BOOKSTORE	0	0	0	0
C-STORE	0	0	0	0
CAREER SERVICES	0	0	0	0
THE CHILDREN'S CENTER	0	0	0	0
COUNSELING SERVICES	0	0	0	0
DINING SERVICES	0	0	0	0
ENCORE EXPRESSO	0	0	0	0
FINANCIAL AID SERVICES	0	0	0	0
LIBRARY	0	0	0	0
STUDENT ACTIVITIES	0	0	0	0
SUCCESS CENTER	0	0	0	0
TESTING & ASSESSMENT SERVICES	0	0	0	0

2. For EACH of the student/auxiliary services you NEVER used in the past year, please mark *all* the reasons why you didn't use it. *Leave the item blank if you used the service.*

	Accessibility limited	Didn't know about it	Didn't know where it was	Didn't need it	Had a bad feeling about it	Hours limited	Location inconvenient	Selection limited	Too expensive
ADMISSIONS & RECORDS	0	0	0	0	0	0	0	0	0
BOOKSTORE	0	0	0	0	0	0	0	0	0
C-STORE	0	0	0	0	0	0	0	0	0
CAREER SERVICES	0	0	0	0	0	0	0	0	0
THE CHILDREN'S CENTER	0	0	0	0	0	0	0	0	0
COUNSELING SERVICES	0	0	0	0	0	0	0	0	0
DINING SERVICES	0	0	0	0	0	0	0	0	0
ENCORE EXPRESSO	0	0	0	0	0	0	0	0	0
FINANCIAL AID SERVICES	0	0	0	0	0	0	0	0	0
LIBRARY	0	0	0	0	0	0	0	0	0
SUCCESS CENTER	0	0	0	0	0	0	0	0	0
STUDENT ACTIVITIES	0	0	0	0	0	0	0	0	0
TESTING & ASSESSMENT SERVICES	0	0	0	0	0	0	0	0	0

3. ADMISSIONS & RECORDS	Poor	Fair	Average	Good	Excellent
Attitude of the staff (Was the staff helpful, courteous, pleasant, etc.?)	0	0	0	0	0
Knowledge or competence of the staff (Did they seem to know what they were doing, knew where things were, could answer your questions?)	0	0	0	0	0
Convenience (How easy was it to use the service, hours/days open, location, etc.?)	0	0	0	0	0
Your overall satisfaction (Did you get what you wanted or needed?)	0	0	0	0	0
4. BOOKSTORE					
Attitude of the staff (Was the staff helpful, courteous, pleasant, etc.?)	0	0	0	0	0
Knowledge or competence of the staff (Did they seem to know what they were doing, knew where things were, could answer your questions?)	0	0	0	0	0
Convenience (How easy was it to use the service, hours/days open, location, etc.?)	0	0	0	0	0
Your overall satisfaction (Did you get what you wanted or needed?)	0	0	0	0	0

How many times have you visited the Bookstore web site in the past year?

0 None 0 1-3 0 4-6 0 7-9 0 10 or more

5. C-STORE	Poor	Fair	Average	Good	Excellent
Attitude of the staff (Was the staff helpful, courteous, pleasant, etc.?)	0	0	0	0	0
Knowledge or competence of the staff (Did they seem to know what they were doing, knew where things were, could answer your questions?)	0	0	0	0	0
Convenience (How easy was it to use the service, hours/days open, location, etc.?)	0	0	0	0	0
Your overall satisfaction (Did you get what you wanted or needed?)	0	0	0	0	0
6. CAREER SERVICES					
Attitude of the staff (Was the staff helpful, courteous, pleasant, etc.?)	0	0	0	0	0
Knowledge or competence of the staff (Did they seem to know what they were doing, knew where things were, could answer your questions?)	0	0	0	0	0
Convenience (How easy was it to use the service, hours/days open, location, etc.?)	0	0	0	0	0
Your overall satisfaction (Did you get what you wanted or needed?)	0	0	0	0	0
7. THE CHILDREN'S CENTER					
Attitude of the staff (Was the staff helpful, courteous, pleasant, etc.?)	0	0	0	0	0
Knowledge or competence of the staff (Did they seem to know what they were doing, knew where things were, could answer your questions?)	0	0	0	0	0
Convenience (How easy was it to use the service, hours/days open, location, etc.?)	0	0	0	0	0
Your overall satisfaction (Did you get what you wanted or needed?)	0	0	0	0	0
8. COUNSELING SERVICES					
Attitude of the staff (Was the staff helpful, courteous, pleasant, etc.?)	0	0	0	0	0
Knowledge or competence of the staff (Did they seem to know what they were doing, knew where things were, could answer your questions?)	0	0	0	0	0
Convenience (How easy was it to use the service, hours/days open, location, etc.?)	0	0	0	0	0
Your overall satisfaction (Did you get what you wanted or needed?)	0	0	0	0	0
9. DINING SERVICES					
Attitude of the staff (Was the staff helpful, courteous, pleasant, etc.?)	0	0	0	0	0
Knowledge or competence of the staff (Did they seem to know what they were doing, knew where things were, could answer your questions?)	0	0	0	0	0
Convenience (How easy was it to use the service, hours/days open, location, etc.?)	0	0	0	0	0
Your overall satisfaction (Did you get what you wanted or needed?)	0	0	0	0	0

	Poor	Fair	Average	Good	Excellent
10. ENCORE EXPRESSO					
Attitude of the staff (Was the staff helpful, courteous, pleasant, etc.?)	0	0	0	0	0
Knowledge or competence of the staff (Did they seem to know what they were doing, knew where things were, could answer your questions?)	0	0	0	0	0
Convenience (How easy was it to use the service, hours/days open, location, etc.?)	0	0	0	0	0
Your overall satisfaction (Did you get what you wanted or needed?)	0	0	0	0	0
11. FINANCIAL AID SERVICES					
Attitude of the staff (Was the staff helpful, courteous, pleasant, etc.?)	0	0	0	0	0
Knowledge or competence of the staff (Did they seem to know what they were doing, knew where things were, could answer your questions?)	0	0	0	0	0
Convenience (How easy was it to use the service, hours/days open, location, etc.?)	0	0	0	0	0
Your overall satisfaction (Did you get what you wanted or needed?)	0	0	0	0	0
12. LIBRARY					
Attitude of the staff (Was the staff helpful, courteous, pleasant, etc.?)	0	0	0	0	0
Knowledge or competence of the staff (Did they seem to know what they were doing, knew where things were, could answer your questions?)	0	0	0	0	0
Convenience (How easy was it to use the service, hours/days open, location, etc.?)	0	0	0	0	0
Your overall satisfaction (Did you get what you wanted or needed?)	0	0	0	0	0
13. STUDENT ACTIVITIES					
Attitude of the staff (Was the staff helpful, courteous, pleasant, etc.?)	0	0	0	0	0
Knowledge or competence of the staff (Did they seem to know what they were doing, knew where things were, could answer your questions?)	0	0	0	0	0
Convenience (How easy was it to use the service, hours/days open, location, etc.?)	0	0	0	0	0
Your overall satisfaction (Did you get what you wanted or needed?)	0	0	0	0	0
14. SUCCESS CENTER					
Attitude of the staff (Was the staff helpful, courteous, pleasant, etc.?)	0	0	0	0	0
Knowledge or competence of the staff (Did they seem to know what they were doing, knew where things were, could answer your questions?)	0	0	0	0	0
Convenience (How easy was it to use the service, hours/days open, location, etc.?)	0	0	0	0	0
Your overall satisfaction (Did you get what you wanted or needed?)	0	0	0	0	0
15. TESTING & ASSESSMENT SERVICES					
Attitude of the staff (Was the staff helpful, courteous, pleasant, etc.?)	0	0	0	0	0
Knowledge or competence of the staff (Did they seem to know what they were doing, knew where things were, could answer your questions?)	0	0	0	0	0
Convenience (How easy was it to use the service, hours/days open, location, etc.?)	0	0	0	0	0
Your overall satisfaction (Did you get what you wanted or needed?)	0	0	0	0	0
16. MISCELLANEOUS					
Instructors (Were they helpful, knowledgeable, etc.?)	0	0	0	0	0
Outside lighting (Were the bulbs lit, did you feel safe, was there enough?)	0	0	0	0	0
Pay phones (Were they conveniently located, did you have to wait in line, etc.?)	0	0	0	0	0
Rest rooms (Were they clean, conveniently located, did you have to wait in line, etc.?)	0	0	0	0	0
Staff other than instructors (Were they friendly, helpful, knowledgeable, etc.?)	0	0	0	0	0
Walkways/sidewalks (Were they in good repair, were there enough of them?)	0	0	0	0	0
Web page (Was it easy to access, did it have enough information, etc.?)	0	0	0	0	0

17. For each of the student/ auxiliary services you have used in the past year, please mark all the major <u>strengths</u> of the service.

	Answer your questions/advise you	Convenient/good location	Easy to use	Fast, efficient service	Hours open/available	Knowledgeable staff	Nice/friendly/helpful staff	Organized	Phone contact or registration
ADMISSIONS & RECORDS	0	0	0	0	0	0	0	0	0
BOOKSTORE	0	0	0	0	0	0	0	0	0
C-STORE	0	0	0	0	0	0	0	0	0
CAREER SERVICES	0	0	0	0	0	0	0	0	0
THE CHILDREN'S CENTER	0	0	0	0	0	0	0	0	0
COUNSELING SERVICES	0	0	0	0	0	0	0	0	0
DINING SERVICES	0	0	0	0	0	0	0	0	0
ENCORE EXPRESSO	0	0	0	0	0	0	0	0	0
FINANCIAL AID SERVICES ...	0	0	0	0	0	0	0	0	0
LIBRARY	0	0	0	0	0	0	0	0	0
STUDENT ACTIVITIES	0	0	0	0	0	0	0	0	0
SUCCESS CENTER	0	0	0	0	0	0	0	0	0
TESTING & ASSESSMENT SERVICES	0	0	0	0	0	0	0	0	0

18. For each of the student/ auxiliary services you have used in the past year, please mark all the major <u>weaknesses</u> of the service.

	Attitude of staff not good/unfriendly	Crowded space	Hours limited/inconvenient	Not enough staff	Phone problems	Process too complicated	Selection too limited	Staff not knowledgeable	Too expensive	Waiting in line
ADMISSIONS & RECORDS	0	0	0	0	0	0	0	0	0	0
BOOKSTORE	0	0	0	0	0	0	0	0	0	0
C-STORE	0	0	0	0	0	0	0	0	0	0
CAREER SERVICES	0	0	0	0	0	0	0	0	0	0
THE CHILDREN'S CENTER	0	0	0	0	0	0	0	0	0	0
COUNSELING SERVICES .	0	0	0	0	0	0	0	0	0	0
DINING SERVICES	0	0	0	0	0	0	0	0	0	0
ENCORE EXPRESSO	0	0	0	0	0	0	0	0	0	0
FINANCIAL AID SERVICES	0	0	0	0	0	0	0	0	0	0
LIBRARY	0	0	0	0	0	0	0	0	0	0
STUDENT ACTIVITIES ...	0	0	0	0	0	0	0	0	0	0
SUCCESS CENTER	0	0	0	0	0	0	0	0	0	0
TESTING & ASSESSMENT SERVICES	0	0	0	0	0	0	0	0	0	0

19. Overall, based on your experience to date, how would you rate JCCC?

- O Poor
- O Fair
- O Average
- O Good
- O Excellent

20. How did you register for classes this semester?

- O In person
- O Internet/WWW (on-campus)
- O Internet/WWW (off-campus)
- O By phone

21. How satisfied are you with the registration method you used?

- O Very dissatisfied
- O Somewhat dissatisfied
- O Neutral
- O Somewhat satisfied
- O Very satisfied

22. How did you hear about the JCCC Children's Center?

- O Brochure
- O Drove by it/saw sign
- O Friend/relative/student told me about it
- O Materials provided by JCCC
- O Saw it on the JCCC map
- O Other

For Q29-31, below, write your answer in the box. Then, darken the corresponding oval in each column.

23. If you have used JCCC's Career Services, what was the reason for your visit? *(Mark all that apply)* **If you haven't visited Career Services, skip to Q24.**

- O Learn about Career Services/resources
- O Review job listings
- O Use Resource Center (videos, handouts, employer/career files)
- O Conduct a mock interview
- O Check/review/prepare my resume
- O Sign up for CHOICES
- O Use Connections (alumni database for informational interviewing)
- O Take career assessment inventory
- O Use computerized assessments - SIGI, GIS, DISCOVER
- O Tour the Career Center
- O Appointment with Career Center counselor

24. Which of the following best describes your educational objective at JCCC?

- O Transfer to a 4-year college or university
- O Prepare to enter the job market
- O Improve skills for present job
- O Explore courses to decide on a career
- O Remedy or review basic skills
- O Personal interest or self-improvement
- O Prepare to change careers
- O Other

25. What is the highest level of education you have completed?

- O Less than high school graduate
- O High school diploma
- O Some college, no degree
- O Vocational certificate
- O Associate (2-yr.) degree
- O Bachelor (4-yr.) degree
- O Master's degree or higher

26. Which other colleges or universities have you attended? (Mark as many as apply.)

- O JCCC is the only college attended
- O University of Kansas (KU)
- O Kansas State University (K-State)
- O University of Missouri at Kansas City (UMKC)
- O Other MISSOURI college _____
- O Other KANSAS college _____
- O College other than Missouri/Kansas _____

27. When do you usually attend classes at JCCC? *(Mark ONE best response)*

- O During the day (incl. Saturday)
- O In the evening
- O Both day and evening

28. Gender

- O Male
- O Female

29. Credit Hours Currently Enrolled in at JCCC *(if your answer is less than 10, write a 0 in the first box and your answer in the second box)*

0	0	0
1	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0

30. Age

0	0	0
1	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0

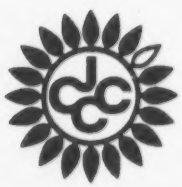
31. Zip Code

0	0	0	0	0	0
1	0	0	0	0	0
2	0	0	0	0	0
3	0	0	0	0	0
4	0	0	0	0	0
5	0	0	0	0	0
6	0	0	0	0	0
7	0	0	0	0	0
8	0	0	0	0	0
9	0	0	0	0	0

COMMENTS

In the space below, please write your comments about any aspects of your experiences as a student at JCCC.

Please return your completed questionnaire to your instructor, or if you prefer, drop it off at COM 305. Thank you!



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